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**Administrative  
Services**

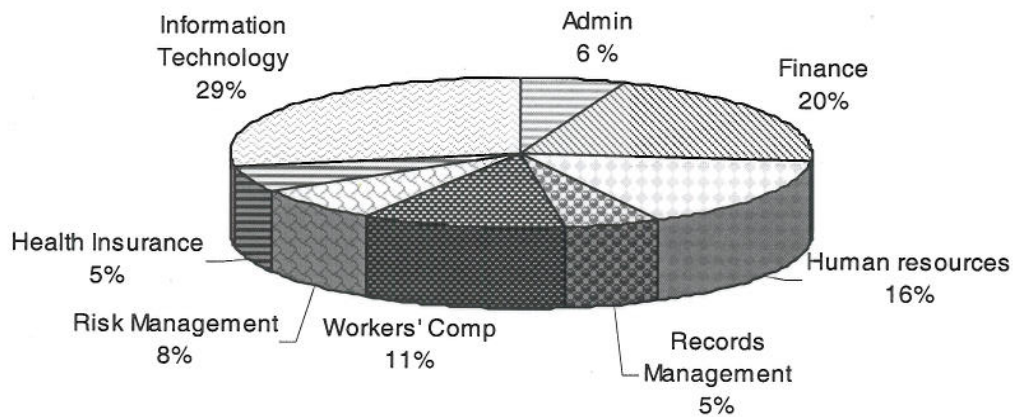
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**Operating Budget & Capital Improvement Program  
FY 2007-2008**

**PROGRAM: ADMINISTRATIVE SERVICES**  
**FUND: VARIOUS**  
**PROGRAM GROUP: ADMINISTRATIVE SERVICES**

**SUMMARY**

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$5,956,865	\$6,393,273	\$6,998,803	\$7,783,863
MAINTENANCE & OPERATIONS	8,983,354	6,126,380	8,903,808	9,314,188
CAPITAL OUTLAY	600,295	657,251	848,465	765,801
GRAND TOTAL	\$15,540,514	\$13,176,904	\$16,751,076	\$17,863,852
FULL TIME POSITIONS	66.00	66.00	69.00	69.00
HOURLY/FTE POSITIONS	3.25	3.25	2.25	2.50



**PROGRAM:** ADMINISTRATION  
**FUND:** GENERAL  
**PROGRAM GROUP:** ADMINISTRATIVE SERVICES

**ACCT NO.** 0011110-12  
and 0010810

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$280,372	\$306,819	\$391,651	\$392,081
MAINTENANCE & OPERATIONS	237,767	234,513	351,831	512,451
CAPITAL OUTLAY	1,100	0	0	150,000
GRAND TOTAL	\$519,240	\$541,333	\$743,482	\$1,054,532
FULL TIME POSITIONS	2.00	2.00	2.00	2.00
HOURLY/FTE POSITIONS	0.00	0.00	0.50	0.75

### PROGRAM GROUP DESCRIPTION:

Administrative Services is dedicated to developing business systems that support the high level of performance demanded from all City departments. Creation of systems that improve and streamline business services provided to both internal and external customers, assuring the integrity and reliability of financial data, budgets and forecasts, and the creation of a highly dependable, flexible, responsive and secure information system are among the top priorities for the Administrative Services staff members. In the future, the challenge will be to accomplish these goals within a framework that balances the cost and benefits of each service.

### KEY GOALS FOR 2007-08:

- The Administrative Services Director is responsible for assisting each department in the accomplishment of its goals. The Director's primary role is to remove roadblocks, coordinate department efforts, deal with competing priorities, assist with resource allocation, and provide leadership and support for Administrative Services staff.
- The Director is responsible for furthering leadership and employee development, workplace improvement, and communications through implementation and support of a number of programs designed to strengthen leadership skills, enhance employee knowledge, skills and abilities, and enhance the culture of the organization.
- As a member of project teams, the Director is responsible for the creation of financing programs that support the City's capital improvement efforts, including major road projects, water projects, parks, open space, and trails.
- As part of the Leadership Team, the Director is the spokesperson for Administrative Services issues with the top leadership of the City. With the other members of the Leadership Team, the Director is responsible for the creation of an organization that can achieve the Council's goals and vision.
- The Director is the team leader for the City's cross-functional Desalination team. Working closely with the City Manager and City Council, the team is responsible for negotiations with both public and private parties proposing the development of a seawater desalination plant in Carlsbad to assure that the interests of the local community are properly addressed.

### SIGNIFICANT CHANGES:

The major changes in the Administrative Services Budget are: 1) the addition of .25 part time Internal Organizational Development Consultant is proposed; and 2) \$150,000 additional for the Environmental Resources Management Team. The Administrative Services Director serves as the team leader for the City's Environmental Resources Management Team. This team will focus its efforts on creating systems that support social, economic and environmental sustainability for the City of Carlsbad.



**PROGRAM:** FINANCE  
**FUND:** GENERAL/ENTERPRISE  
**PROGRAM GROUP:** FINANCE

ACCT NO. 0011310

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$2,202,787	\$2,231,484	\$2,584,571	\$2,714,664
MAINTENANCE & OPERATIONS	845,790	294,699	849,532	941,793
CAPITAL OUTLAY	8,840		68,240	3,000
GRAND TOTAL	\$3,057,418	\$2,526,184	\$3,502,343	\$3,659,457
<b>FULL TIME POSITIONS</b>	<b>28.00</b>	<b>28.00</b>	<b>28.00</b>	<b>28.00</b>
<b>HOURLY/FTE POSITIONS</b>	<b>2.50</b>	<b>2.50</b>	<b>1.00</b>	<b>1.00</b>
GENERAL FUND	\$2,514,618	\$2,060,784	\$2,970,499	\$3,049,051
WATER ENTERPRISE	380,000	325,800	376,191	396,764
STORM WATER	0	0	0	15,260
SOLID WASTE	0	0	0	15,260
SEWER ENTERPRISE	162,800	139,600	155,653	183,122
TOTAL FUNDING	\$3,057,418	\$2,526,184	\$3,502,343	\$3,659,457

### MISSION STATEMENT:

Our mission is to ensure that the City of Carlsbad makes sound financial decisions. We take pride in accomplishing this mission by maintaining individual and departmental credibility; working together as a team while respecting each other's differences; and consistently striving to go above and beyond expectations.

### PROGRAM ACTIVITIES:

#### Long-Range Financial Planning and Budget Management

- Prepare ten-year operating forecasts incorporating various "what-if" scenarios to facilitate decision-making for the City Council and City departments.
- Prepare and monitor annual capital and operating budgets to allocate resources in a cost-effective manner in alignment with the City Council's goals.
- Perform bi-annual review of all City fees and annual cost allocation plan

#### General Accounting and Reporting

- Accurately bill, collect, record, and report all City revenues including follow-up of delinquent accounts.
- Prepare checks for City employees and for service and commodity suppliers.
- Prepare and maintain finance records and documents in conformity with generally accepted accounting principles and applicable legal and contractual provisions.
- Prepare Comprehensive Annual Financial Report in conformity with generally accepted accounting principles.
- Provide the City Council and City management with timely monthly financial reports.
- Perform in-house internal control reviews as needed.

#### Assessment District/Community Facilities District (CFD) Administration

- Assist in evaluation and formation of new districts.
- Issue bonds for capital projects when required. Pay debt service and provide continuing disclosure information.
- Provide administration of CFDs and assessment districts as required by formation documents and State law.

#### Purchasing

- Issue and manage formal bid and quotation processes.
- Track and renew annual commodity and service contracts and joint agency contracts.
- Assist City departments in the creation and administration of contracts.

**PROGRAM:** FINANCE  
**FUND:** GENERAL/ENTERPRISE  
**PROGRAM GROUP:** FINANCE

**PAGE TWO**

ACCT NO. 0011310

**PROGRAM ACTIVITIES (continued):**

Receiving, Messenger, and Mail Services

- Act as shipping and receiving for the Faraday Administration Center.
- Direct disposal of surplus and lost/unclaimed property.
- Collect outgoing City mail and apply postage.
- Sort and distribute all incoming City mail.

**WORKLOAD AND PERFORMANCE INDICATORS:**

	<u>FY2004</u>	<u>FY2005</u>	<u>FY2006</u>
• Average number of days to issue Monthly Financial Status Report	1	13	10.3
• Awards received for CAFR	GFOA	GFOA	GFOA
• Awards received for Annual Budget	GFOA Distinguished Budget Presentation	GFOA Distinguished Budget Presentation	CSMFO Excellence in Operational Budget & Public Communications and Most Distinguished Budget Cover
• Number of business licenses processed	8,634	8,576	8,955
• Number of account payable checks processed	14,870	15,399	15,315
• Number of payroll checks issued	8,394	7,831	6,473
• Number of electronic payroll checks issued	16,317	18,124	18,495
• Outstanding debt issues administered	\$71 million	\$99 million	\$116 million
• Number of purchase orders issued	1,324	1,842	1,246
• Dollar amount of purchase orders issued	\$84 million	\$89 million	\$105 million
• Pieces of mail processed	173,491	172,408	174,282

**KEY GOALS FOR 2007-08:**

Top-Quality Services

- Review and update the City's business licensing policies and procedures to enhance customer service and maximize revenues.

Financial Health

- Update technology as it relates to the City's financial information system.
- Update/Develop financing options and strategies for key City priorities including maintenance of open space, trails, lighting, landscaping and medians, parks and habitat related facilities.

**SIGNIFICANT CHANGES:**

- None



**PROGRAM: HUMAN RESOURCES**  
**FUND: GENERAL**  
**PROGRAM GROUP: HUMAN RESOURCES**

ACCT NO. 0011510 THRU 0011550

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$879,871	\$985,034	\$1,051,189	\$1,198,511
MAINTENANCE & OPERATIONS	814,684	1,001,846	1,188,282	1,523,837
CAPITAL OUTLAY	8,558	2,884	3,325	122,000
GRAND TOTAL	\$1,703,113	\$1,989,765	\$2,242,796	\$2,844,348
FULL TIME POSITIONS	9.00	9.00	9.00	9.00
HOURLY/FTE POSITIONS	0.75	0.75	0.75	0.75

### MISSION STATEMENT:

People are our priority...We take care of the people who take care of Carlsbad.

### PROGRAM ACTIVITIES:

#### Recruitment, Selection, Staffing

- Recruit and select exceptional employees.
- Redesign Human Resources web pages with an emphasis on the City of Carlsbad as an "employer of choice."
- Proactive planning and scheduling recruitments for multiple vacancies anticipated in FY 07-08.
- Assist departments in job design/redesign efforts to make job classifications more flexible.
- Review and Update job classifications.
- Implement improved employee selection processes.

#### Employee Development

- Continue to provide employee development opportunities for employees. Create "development tracks" for specific employee groups. Focus in the areas of effective supervision, communication, and career development.
- Continue to offer Leadership Development Programs including, executive coaching, assessment tools, and educational resources
- Consult with departments on customized training and organizational development programs
- Obtain a system to efficiently manage and organize the City's employee development efforts (Learning Management System).

#### Performance Management and Compensation

- Increase the capability of supervisors to deliver constructive feedback to employees.
- Audit the Performance Management and Compensation System for management employees to ensure salaries are competitive in the San Diego survey market and rewards are equitably delivered.

#### Improve Employee Relations and Employee Alignment with the Organization's Goals

- Continue to serve on citywide customer service and communications committees.
- Continue to improve internal Human Resources systems and processes.
- Provide cross training to Human Resources staff.
- Continue quarterly labor/management forum.

**PROGRAM:** HUMAN RESOURCES  
**FUND:** GENERAL  
**PROGRAM GROUP:** HUMAN RESOURCES

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ACCT NO. 0011510 THRU 0011550

### **WORKLOAD STATISTICS:**

<u>Measures for</u>	
<u>Classification/Compensation Review:*</u>	<u>FY 06-07</u>
Number of classification descriptions/ positions reviewed, revised or created	15
<u>Measures for Recruitment*</u>	
Number of applicants processed	3,622
Number of recruitments processed	74
Number of eligibles on employment list	291
Number of new hires	78
Number of promotions/transfers	27

\*as of 5/1/2007

### **KEY ACHIEVEMENTS FOR 2006-07:**

- Together with the Finance and Information Technology departments, determined the future direction for the City's integrated financial and personnel management systems to ensure consistency with the Strategic Technology Plan.
- Performed a needs assessment and identified gaps in the City's current employee development and training offerings. Developed 18 month training plan.
- Improved the Human Resources Internet and Intranet pages to enhance service delivery, increase staff efficiency, and maximize marketing capabilities.
- Negotiated a 1 year continuation of current labor agreement with the Carlsbad Firefighters' Association (CFA).
- Competencies, skills and requirements for field workers in Public Works were identified, and a PW Field Worker Academy was designed
- Conducted research to determine the feasibility of a Human Resources Information System (HRIS).

### **KEY GOALS FOR 2007-08:**

#### Top Quality Services

- Select and implement a Human Resources Information System (HRIS).
- Negotiate continuation of labor agreements with the Carlsbad Firefighters' Association (CFA), Carlsbad Police Officers' Association (CPOA) and Carlsbad City Employees' Association (CCEA).
- Create an integrated long-term strategy that focuses on ways the Human Resources Department can have an impact on employee retention. Critical components may include: Innovate Benefit Plan Design, Education and Behavior Change, Vendor Partnerships, Health and Productivity Management, and Integrated Absence Management.
- Implement a Public Works Field Worker Academy.
- Design a wellness program to raise awareness and motivate employees to participate in health and wellness activities.

### **SIGNIFICANT CHANGES:**

- One limited position is being proposed to support recruiting efforts.



**PROGRAM: RECORDS MANAGEMENT**  
**FUND: GENERAL**  
**PROGRAM GROUP: RECORDS MANAGEMENT**

**ACCT NO. 0011610**

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$577,409	\$667,363	\$669,405	\$716,435
MAINTENANCE & OPERATIONS	132,907	136,475	210,690	208,066
CAPITAL OUTLAY	25,963	0	0	0
GRAND TOTAL	\$736,280	\$803,838	\$880,095	\$924,501
<b>FULL TIME POSITIONS</b>	<b>8.00</b>	<b>8.00</b>	<b>8.00</b>	<b>8.00</b>
<b>HOURLY/FTE POSITIONS</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

### PROGRAM DESCRIPTION:

The Records Management Department is responsible for developing and implementing citywide records management and document management programs, and is tasked with maintaining City records in an identifiable and accessible manner to fulfill public, legal, and historical requirements for preservation and storage of information. The Records Management Department also provides staff support for the City Clerk.

### PROGRAM ACTIVITIES:

#### Records Management

- Continue implementation of the Citywide Records Management Program and Document Management System (DMS).
- Maintain City records in an identifiable and accessible manner in fulfillment of public, legal, and historical requirements for preserving and storing information.

#### Administrative Support Activities

- Provide staff support for City Clerk functions such as elections, the Public Records Act, noticing, processing documents for recordation, and updating the Municipal Code.
- Assist the public and City staff by providing information such as minutes, agendas, ordinances, resolutions, deeds, and other critical documents.

### KEY ACHIEVEMENTS FOR 2006-07:

- Implemented DMS Master Plan that included an audit of system security and accuracy, creating a training plan, and the analysis and design of Election documents and Fire Department records for inclusion in the system.
- Assisted Public Works in evaluating options for cost savings and improved methods for records scanning, retention, storage, and destruction.
- Completed analysis of options for enhanced use of the Request for Action software.
- Substantial staff training on the use of the DMS, Public Records Act, Subpoena's, and Records Management.
- Completed the migration of microfiche records to digital records.

### KEY GOALS FOR 2007-08:

#### Top Quality Services

- Participate in the design of a web based 311/Virtual City Hall.
- Provide assistance in the conversion of Building Department records for inclusion in the DMS.
- Participate in the Contract Management Automation project.
- Continue with implementation of the DMS Master Plan roles and responsibilities.
- Continue to educate key personnel on the use of the DMS, Electronic Records, Public Records Act, and Subpoena processing.
- Continue to provide resource information to organization via Intranet and the public via the Internet.

### SIGNIFICANT CHANGES:

- None



**PROGRAM:** WORKERS' COMPENSATION  
**FUND:** SELF INSURANCE  
**PROGRAM GROUP:** WORKERS' COMPENSATION

ACCT NO. 6111520

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$91,410	\$87,179	\$103,547	\$106,779
MAINTENANCE & OPERATIONS	2,160,427	1,246,083	2,218,565	1,921,797
CAPITAL OUTLAY	0		0	
GRAND TOTAL	\$2,251,837	\$1,333,262	\$2,322,112	\$2,028,576
FULL TIME POSITIONS	1.00	1.00	1.00	1.00
HOURLY/FTE POSITIONS	0.00	0.00	0.00	0.00

### MISSION STATEMENT:

People are our priority...We promote the development, well-being, and success of employees and the organization.

### PROGRAM ACTIVITIES:

#### Workers' Compensation Claims and Administration

- This fund is utilized to provide payment for medical, indemnity, and defense expenses incurred as the result of occupational injuries and illnesses. It is also utilized to pay for related administrative and insurance expenses.

### PERFORMANCE MEASURE:

- Average lost days per claim = 3..1 (for the period of 07/01/05 – 06/30/06).

### KEY GOALS FOR 2007-08:

#### Top Quality Services

- Continue to improve systems to monitor lost days of work, share data with management, and make recommendations to reduce the number of days an employee is out of the workplace.

### SIGNIFICANT CHANGES:

- None

**PROGRAM: RISK MANAGEMENT**  
**FUND: GENERAL LIABILITY SELF-INSURANCE**  
**PROGRAM GROUP: RISK MANAGEMENT**

ACCT NO. 6121930

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$190,870	\$213,440	\$218,205	\$257,072
MAINTENANCE & OPERATIONS	2,527,952	612,051	1,255,413	1,092,905
CAPITAL OUTLAY	2,030	0	0	0
GRAND TOTAL	\$2,720,853	\$825,491	\$1,473,618	\$1,349,977
FULL TIME POSITIONS	2.00	2.00	2.00	2.00
HOURLY/FTE POSITIONS	0.00	0.00	0.00	0.00

**PROGRAM GROUP DESCRIPTION:**

Risk Management administers the funding of the self-insured and insured portions of the program; manages the administration of property and general liability claims; works in conjunction with the City Attorney's Office and outside counsel to monitor, control, and resolve litigated matters; and provides training for various departments to minimize the risk of future losses.

**PROGRAM ACTIVITIES:**

Litigation Management

- The fund is used for settlements, costs, and defense expenses incurred as the result of general liability claims against the City, and for related administration and insurance expenses. Risk Management works with the City Attorney's Office and outside counsel to monitor, control, and resolve litigated matters in the areas of property, casualty, and general liability.

Insurance/Self-Insurance

- Directs the marketing, renewal, planning, and funding of the insured and self-funded portions of the program; administers the general liability self-insurance funds.

Claims Management

- Directs and administers the claims management program for property, casualty, and general liability.

Loss Prevention/Training

- Provides recommendations and training for various City departments to minimize the risk of loss.

**KEY ACHIEVEMENT FOR 2006-07:**

Top-Quality Services

- Development of insurance requirements for contractor instructor agreements.
- First year of 2-year goal to determine the feasibility of a Human Resources System (HRIS)

**KEY GOALS FOR 2007-08:**

Top-Quality Services

- Continue to determine the feasibility of a Human Resources System (HRIS)
- Inventory green house gas emissions.

**SIGNIFICANT CHANGES:**

- None

**PROGRAM: SELF-INSURED BENEFITS**  
**FUND: INTERNAL SERVICE**  
**PROGRAM GROUP: HUMAN RESOURCES**

**ACCT NO. 6131520**

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$0	\$0	\$0	\$0
MAINTENANCE & OPERATIONS	739,008	735,588	771,000	967,540
CAPITAL OUTLAY	0	0	0	0
GRAND TOTAL	\$739,008	\$735,588	\$771,000	\$967,540
FULL TIME POSITIONS	0.00	0.00	0.00	0.00
HOURLY/FTE POSITIONS	0.00	0.00	0.00	0.00

**MISSION STATEMENT:**

People are our priority...We promote the development, well-being, and success of employees and the organization.

**PROGRAM ACTIVITIES:**

- This fund is used to pay dental and life insurance premiums for all employees.

**SIGNIFICANT CHANGES:**

- Approximately \$225,000 is proposed to be added to fully fund annual costs for the retiree health care costs, consistent with the actuarial analysis.



**PROGRAM: INFORMATION TECHNOLOGY**  
**FUND: INTERNAL SERVICE**  
**PROGRAM GROUP: INFORMATION TECHNOLOGY**

**ACCT NO. 6401710**

	2004-05 ACTUAL	2005-06 ACTUAL	2006-07 BUDGET	2007-08 BUDGET
PERSONNEL	\$1,734,146	\$1,901,950	\$1,980,235	\$2,398,321
MAINTENANCE & OPERATIONS	2,067,617	1,865,124	2,590,339	2,145,799
CAPITAL OUTLAY	553,802	354,367	776,900	490,801
GRAND TOTAL	\$4,355,566	\$4,121,441	\$5,347,474	\$5,034,921
<b>FULL TIME POSITIONS</b>	<b>16.00</b>	<b>16.00</b>	<b>19.00</b>	<b>19.00</b>
<b>HOURLY/FTE POSITIONS</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

### MISSION STATEMENT:

Provide resources that will support departments in the performance of work tasks through technology.

### PROGRAM ACTIVITIES:

#### Computer and Telecommunication Support Services

- Ensure that all City computers and the City's telecommunication network remain operational with minimum downtime.
- Guarantee availability and security of City network computer resources available to both staff and the public.
- Provide support for all standard City applications.
- Ensure that the City is receiving best value for technology goods and services provided by outside vendors.
- Provide the necessary support for all telephone and data communication equipment.

#### New Systems Support

- Meet the information needs of the users and encourage the appropriate use of computers and communication technology to increase productivity and enhance communication.
- Expand the use of the asset management software and processes which improves IT's ability and capacity to manage and track technology assets
- Assist with the design, development and expansion of City facilities, including: a Learning Center for Library related services, Alga Norte Park, Fire Station #6 and the Senior Center expansion.
- Enhance the City's Internet and Intranet sites for improved communication with City staff and visitors
- Evaluate web filtering solutions in an effort to secure the City's Internet browsing / Internet business experience and to limit risk to the City's computer resources.

### WORKLOAD STATISTICS:

#### IT Help Desk Services

Total number of help tickets opened for the year	<u>CY/2006</u> 4,470
Average number of help tickets opened per month	373
Percentage of urgent priority resolved within 1 hour (benchmark)	90%
Percentage of high priority calls resolved within 3 hours (benchmark)	97%
Percentage of users rating information technology services as good excellent	96%

### KEY ACHIEVEMENTS FOR 2006-07:

- To minimize impacts to technology-dependent services the selection and configuration of an alternate data center has begun. Redundant financial and utility billing systems have been installed at the alternate site and data is being synchronized nightly. In the event of a Faraday disaster, access can be redirected to the alternate site. More systems are due to be replicated next fiscal year.
- Yardi, the software application utilized by the Housing Department to manage its Section 8 Housing Program, had reached the end of its support life. IT worked with the Housing Department to select a new application, Visual Homes. A significant improvement offered by Visual Homes is the integration with the City's finance application, IFAS. Previously, information regarding the payment of Section 8 property owners had to be manually entered into both Yardi and IFAS. Integrating Visual Homes with IFAS means that data only needs to be entered once resulting in a substantial increase in productivity. The time saved from not having to accomplish duplicate data entry means that Housing staff have more time to focus on their customers.

**KEY ACHIEVEMENTS FOR 2006-07 (Continued):**

- As part of the IT Disaster Recovery (DR) plan, the IT Department implemented two new Storage Area Networks (SAN) devices. Essentially, a large group of individual disks combined to provide a large volume of storage, this new configuration allows IT to "slice" up storage used by different servers as local disks. Critical data will reside on the SAN and then be replicated to its sister SAN at the disaster recovery site (Dove Library). In the event of an emergency, where the primary data is no longer available, IT can transition to the secondary SAN and keep the City's critical systems operational. As data storage demands continue to grow, the SAN will be there to provide flexible, scaleable, and reliable storage.
- Replaced 190 personal computers, 200 monitors, 60 printers and 9 scanners through the City's annual desktop replacement effort.
- Enabled the ability to wake up personal computers nightly to scan for viruses, apply system patches and install new applications.
- Upgraded network data cabling at the Water District facility for network and workstation performance increases.
- In conjunction with Library staff, implemented PC Management for patrons to reserve personal computers and moved the Library's circulation application (Sirsi) to a hosted site (Atlanta, Georgia).
- Library Event Management System, Mess, was implemented in-house and live to the internet. The Library Media staff uses EMSc to manage the booking and scheduling of events at Dove Library, and public can view the event schedule and venues.
- Payment processor (Panini) replacement – a new Standard Register payment processor was implemented in Finance. This equipment processes 20,000+ utility bill checks monthly by imaging, endorsing, and updating payment information to the Harris utility billing system.
- Citywide implementation of Zenworks Asset Management (ZAM) system. The ZAM application automatically discovers all devices attached to the networks. It also discovers software installed and usage. This application allows the IT Department to better track the over 2,000 devices attached the network from acquisition to retirement.
- Implemented a new Content Management System. The Content Management System will allow multiple areas to update content and ensure it is current. This will make the Intranet the primary location to get the latest news and information for City staff.
- Created new Intranet site. The Communications Goal Team worked with the IT Department and an outside graphics designer to develop the new look, add new functionality, and incorporate the new Content Management System (CMS). The new design reflects a business look that will provide more information and easy access to all areas of the site. The home page will incorporate news from a variety of locations, including the City Manager's Office, Library, Parks and Recreation, and Human Resources. The added functionality incorporates several technologies, such as "Smart Navigation", "Quick Links", and a Search Engine to allow easy access to all the City information.

**KEY GOALS FOR 2007-08:**

- Through the development of an IT Strategic Plan, provide leadership in long-range planning, implementation, and maintenance of information technology for the City of Carlsbad.
- Research and develop a better and more effective communication process, informing customers about IT plans, projects, and achievements.

**SIGNIFICANT CHANGES:**

- None



## PROGRAM: MISCELLANEOUS NON-DEPARTMENTAL

## ACCT NO. 001-VARIOUS

GENERAL FUND		2004-05 <u>ACTUAL</u>	2005-06 <u>ACTUAL</u>	2006-07 <u>ADOPTED BUDGET</u>	2007-08 <u>ADOPTED BUDGET</u>
<b>Non-Departmental Expenditures</b>					
0013520	Community Promotion	505,831	338,668	-	-
0019002-8540	Community Contributions	46,365	66,500	-	-
0019003-7550	Beach Parking	-	2,434	36,000	36,000
0013025	Hiring Center	84,534		88,000	
0019003-7711	Dues and Subscriptions	56,701	58,207	75,200	75,700
0019003-74XX	Property Tax, LAFCO, & Other Admin. Fees	415,782	385,531	446,150	550,600
0019002-7410	Legal Services	12,960	118,029	250,000	250,000
0019003-6101	Management Incentive Pay	-	-	560,000	635,000
0019003	Misc Expenditures	106,383	50,491		-
	Total Non-Departmental Expenditures	<u>1,228,556</u>	<u>1,019,860</u>	<u>1,455,350</u>	<u>1,547,300</u>
<b>Transfers</b>					
0019003-9999	Hosp Grove Debt Service	800,000	800,000	275,000	275,000
0019003-9999	Infrastructure Replacement Fund	3,830,000	4,250,000	7,200,000	7,900,000
0019003-9999	Transfer to Capital Improvement Program	1,037,535	225,000		118,950
0019003-9999	Misc Transfers Out Disaster Preparedness+Transfers)	<u>1,694,333</u>	<u>425,000</u>	<u>216,000</u>	<u>-</u>
	Total General Fund Transfers	<u>7,361,868</u>	<u>5,700,000</u>	<u>7,691,000</u>	<u>8,293,950</u>
<b>Total General Fund Non-Departmental</b>		<u><u>8,590,424</u></u>	<u><u>6,719,860</u></u>	<u><u>9,146,350</u></u>	<u><u>9,841,250</u></u>
<b>Council Contingencies</b>					
0019008	Contingencies (Adopted budget)	-	-	2,300,000	2,300,000
<b>GENERAL FUND TOTAL</b>		<u><u>8,590,424</u></u>	<u><u>6,719,860</u></u>	<u><u>11,446,350</u></u>	<u><u>12,141,250</u></u>
<b>CARLSBAD COMMUNITY CONTRIBUTIONS FUND</b>					
1501310-8540	Community Activity Grants	<u>49,605</u>	<u>28,058</u>	<u>30,000</u>	<u>30,000</u>

\* Hiring Center was included in Community Development



